

NASA PM CHALLENGE LESSONS LEARNED



KSC Human Factors Lessons Learned



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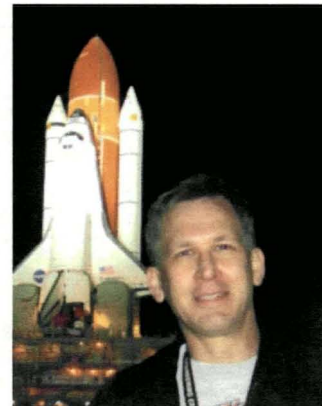
KSC HF GROUP



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Darcy Miller



Tim Barth Ph.D.



Barbara Kanki Ph.D.

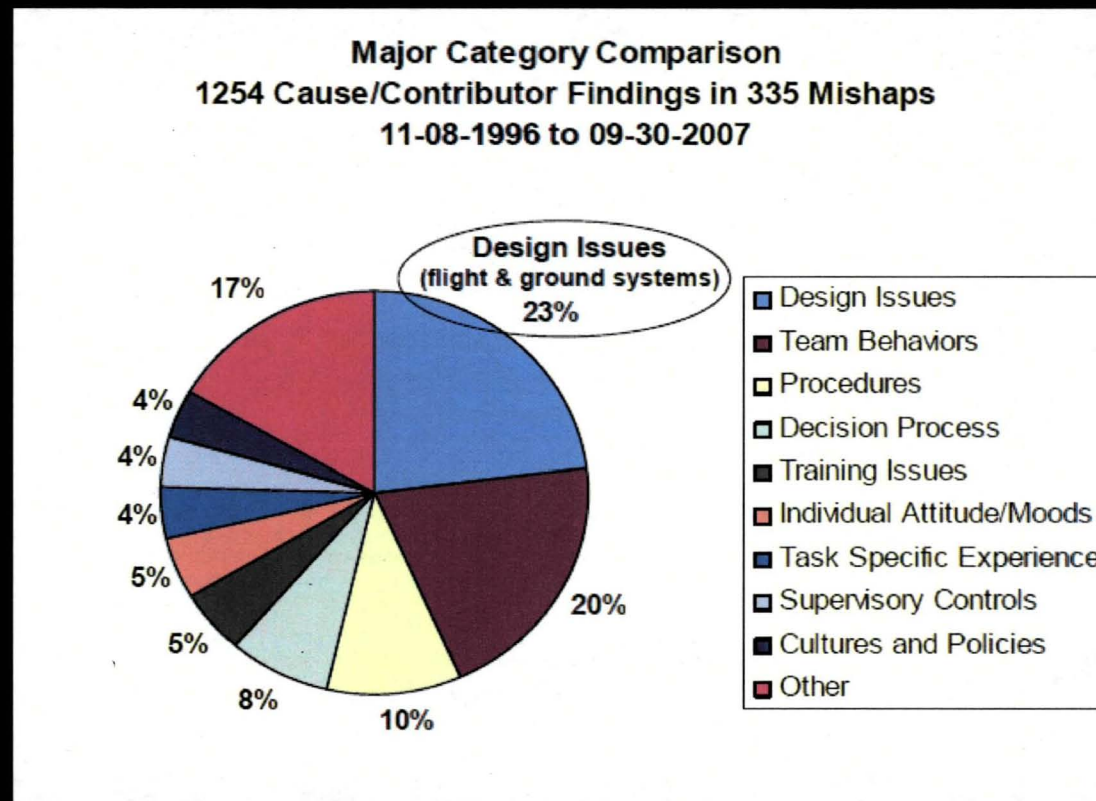


Agenda

- Importance of Human Factors for Ground Processing
- Human Factors Lessons Learned
- Accomplishments from Lessons Learned
- Recommendations

The Importance of Ground Human Factors for Ground Processing

Shuttle Ground Operations Mishap Data



Courtesy of USA Industrial and Human Engineering

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Let's Design it Right the First Time!

The Importance of Ground Human Factors for Ground Processing

Mishaps in Ground Operations



- For 11 NASA/KSC mishap investigation boards in FY06 and FY07:
 - Several million dollars in direct costs (includes civil service board member labor and travel, board procurement costs, and estimated hardware damage costs)
 - Plus additional direct costs such as contractor labor for amelioration, contractor labor for investigation boards, corrective actions (new procedures, training, etc.)
 - Plus indirect costs
 - Plus schedule impacts
 - Plus personnel injuries

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Let's Design it Right the First Time!



Human Factors Lessons Learned

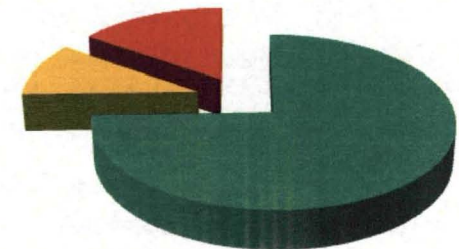
Summary of Lessons Learned Metrics

- Lessons Learned Entry: 1801 Human Factors Engineering; Acceptance, Implementation, and Verification as a System.
- Lessons Learned Entry: 1831 Human Engineering should be considered a Systems Engineering and Integration function
- Lessons Learned Entry: 2136 1-G Human Factors for Optimal Processing and Operability of Constellation Ground Systems
- Lessons Learned Entry 5200: Synchronization of Vehicle Development with Ground Systems Development
- Lessons Learned Entry 5376 No clear communication between the Apollo program and the Shuttle program
- Lessons Learned Entry 5377 The use of human factors and the Space Flight Awareness (SFA) in the Apollo development
- Lessons Learned Entry 5378 Improved Quick Disconnect (QD) Interface Through – Visual Indicators and Labeling Lessons Learned Entry 5416 Kennedy Space Center (KSC) Ground Support Equipment (GSE) Human Factors Engineering Pathfinder
- Lessons Learned Entry 5480 Human Factors Review in the Critical Review Board (CRB)

44 recommendations implemented

6 partially implemented

9 have not been implemented





Human Factors Accomplishments from Lessons Learned

- The Human Factors Engineering Analysis (HFEA) Tool
- Orion Time line HF Analysis
- Mockup Analysis
- Assessing Human Factors using Motion Capture
- Biomechanical Analysis of Installing Avionics Boxes
- Spacecraft Requirements for Ground Processing



A 1

The Human Factors Engineering Analysis (HFEA) Tool



The Human Factors Engineering Analysis (HFEA) Tool

- KSC Design Engineering;
 - Define the human factors Level 5 requirements from the FAA HFDS for each CxP GOP subsystems (Over 40 Subsystems)
 - Develop a process for developing these requirements and improve the design for ground operations

Examples of subsystems:

- | | |
|---------------------------------------|-------------------------------|
| ● Crew Access Arm | ● Hypergol |
| ● Breathing Air | ● LO2 |
| ● Cold Gas Helium | ● LH2 |
| ● Crew Module Ammonia | ● GHE |
| ● Environmental Control | ● Ignition Overpressure/Sound |
| ● Electrical Ground Support Equipment | ● Vehicle Access Arms |
| | ● Umbilicals |



HFEA Process

Human factors engineering analysis was required to be performed by qualified human factors engineers

- Human Factors Engineering Analysis (HFEA) Tool was used to develop a dedicated subset of requirements from FAA requirements for each subsystem
- Meetings were held between the human factors engineers, lead design engineers, and systems engineers:
 - To understand the human interfaces of the subsystem
 - To understand the task at these interfaces
 - To determine the human factors considerations/issues with these task interfaces
 - To get agreement on the allocation of requirement on these task interface issues
 - And to derive human engineered design solutions for these requirements

HFEAT

Human/System Interface

Issues

Requirement (Source, Title, Sub
Section, and requirement words)

FileHomeInsertPage LayoutFormulasDataReviewViewMacrosQuick AnalysisTools

Clipboard Font Paragraph Styles

Cells & Numbers Alignment Reference Tables

Background Color Font Color Font Style Font Size Font Color Font Style Font Size

Formulas

References

Tables

Tools

Help

Microsoft Excel

04 Designed Equipment for Maintenance

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HFEAT

~~Conditions~~

Consequences

Type of processing, Assembly,
Nominal, inspection,
Emergency, etc.

The screenshot shows a Microsoft Excel spreadsheet titled "04 Designed Equipment for Maintenance". The spreadsheet is a template for documenting equipment design requirements. It includes a header section with a title "04 Designed Equipment for Maintenance" and a detailed description of the equipment's purpose and maintenance requirements. Below this is a table with columns for "Description", "Questions", "Equipment", "Sub-Section Title", "Equipment", "Conditions", "To select out an "X" in the box", "BS Standard (7.94)", "Primary Verification", "Priority Fault Characteristics", "Priority Risk Assessment", "Priority Risk Product", "Why Have Complaints", "Potential Performance", and "Notes". The table contains three rows of data, each representing a different piece of equipment. The first row is for "Cable termination", the second for "Cable termination (cable)", and the third for "Cable termination (cable)". The table is partially filled with data, including "X" marks in the "To select out an "X" in the box" column and "Y" marks in the "BS Standard (7.94)" column. The spreadsheet is displayed in a window titled "Microsoft Excel" with various toolbars and a status bar at the bottom.

HFEAT

Requirement Satisfied, Verification, Consequence, Likelihood, Priority Rank, Why Non-Compliant, Recommendation, Notes.

04 Designed Equipment for Maintenance:																
This type of design should make equipment maintenance easy, fast, and safe. The system maintenance concept also affects equipment design. For example, is a particular unit of equipment intended to be repaired on site? Is it intended to be removed and repaired at another location? Is it intended to be discarded and replaced with another unit? A third factor affecting equipment design is the physical environment in which it will be located; will it be exposed to weather or to temperature extremes? Will there ever be moving floors or other production shifting? Finally, equipment must accommodate characteristics of the users themselves, their																
Maintenance Checklist																
To select out an "X" in the box																
ED Consequence (Y/N)																
Primary Verification																
Priority Rank: Consequence																
Priority Rank: Likelihood																
Priority Rank: Symbol																
Why Non-Compliant																
Recommended Mitigation																
Notes:																
CAA-Installation	Is there a way to extract data from maintenance?	Yes	1-Get Section Title	2-Get Sub-Section Title	Requirement 1: Complete required physical access.	Equipment 1: The physical access to the equipment is complete.	CS = Possible Consequence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	This equipment is not in the maintenance system. Components that are not in the system are not in the system.
CAA-Installation	Is there a way to extract data from maintenance?	Yes	1-Get Section Title	2-Get Sub-Section Title	Requirement 2: Complete required physical access.	Equipment 2: The physical access to the equipment is complete.	CS = Possible Consequence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	This equipment is not in the maintenance system. Components that are not in the system are not in the system.
CAA-Installation	Is there a way to extract data from maintenance?	Yes	1-Get Section Title	2-Get Sub-Section Title	Requirement 3: Complete required physical access.	Equipment 3: The physical access to the equipment is complete.	CS = Possible Consequence	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	This equipment is not in the maintenance system. Components that are not in the system are not in the system.

Each Tab is a FAA Chapter: Design equipment for maintenance, Controls and visual indicators, etc.



Actuator Motor

Complete visual and physical access

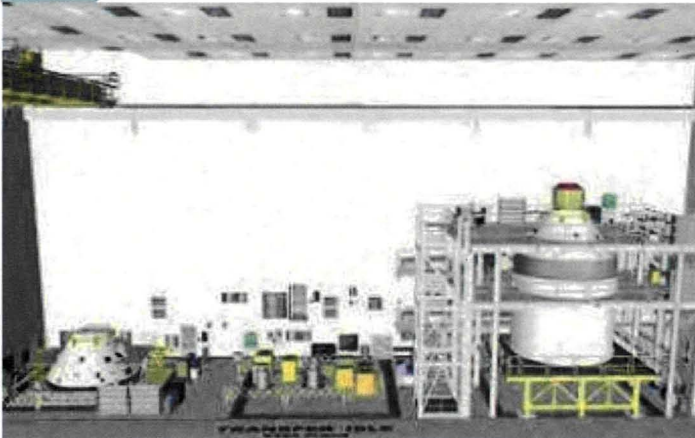
Access for maintenance

Move the motor

[illegible]

A 2

Orion Time line HF Analysis





Orion Time line HF Analysis

- Orion vehicle goes through several areas and stages of processing before its launched at the Kennedy Space Center
 - In order to have efficient and effective processing, all of the activities need have a human factors engineering analysis
 - Corresponding Human factors requirements and design solutions needed to be defined
- Areas of Processing
 - MPPF (Crew module and Service module)
 - Vehicle Integration Building (VAB) (Crew module/Service module to Launch Vehicle and Ground Support Equipment
 - Launch Pad

Modification of HFEAT for Timeline Analysis

- The HFEAT was modified to analyze the task in a timeline, and additional input columns were added.

- Location
- FFBD Event and Number
- Tasks, Issues and Actions
- Team Actions

Orion Timeline_Human factors_Analysis_Rev B (5-8-9) GL for paper.xls (Compatibility Mode) - Microsoft Excel

If a unit of equipment is designed to be carried by two people, the weight carried by either one of them shall not exceed 19 kg (42 lb); thus, if the weight of the unit is distributed uniformly, the maximum weight of the unit is 38 kg (84 lb). This limit applies to carrying distances up to 10 m (33 ft).

Location	Human/System Interfaces (Primary)	Human Interface	Task	FFBD Event and Number	Tasks and Issues and Actions	Req Source	Section Title	Sub-Section Title	Requirement	Conditions	Possible Consequences	Assembly	Emergency Use	Emergency Use	Emergency Use	Emergency Use	RQ Satisfied ? (Y/N)	Primary Verification	Priority Rank Likelihood	Priority Rank Consequence	Priority Rank Product	Why Non-Compliant	Potential Recommendations	Notes:	Team Action	Comment for Video
MPFF	Short stack pallet			FFBD 8.2.1.7 and 3.7.3	TASK: Move short stack pallet into and out of receiving bay ISSUE: Communication, visibility by operator to pallet corners. Alignment of pallet and bay ACTION: Assume method to prevent contact and misalignment of pallet with receiving bay structure during installation/removal of short stack pallet	FAA	2 General Design Requirements	2.5.1 Incorporate Safety Factors 2.5.7.1 All Safe Design 2.5.8.1 Error Tolerant	Users shall be protected from making errors to the maximum possible extent.	LOCATION: Inside MPFF	Injury, OSE damage, delay	X	X	X	X	N	Analysis	2	2	2	4	Current conceptual design does not address this issue	Maintenance is to address pallet storage within Orion Short Stack		Tom Miller and Marco Pardini to assess their human factors team and respond to team lead (Poland Golder)	
MPFF	ECB a unique purge hoses and connectors			FFBD 8.2.1.3, 2.1.5, 3.7.5, 4.2.3	TASK: Connect, Disconnect and store ECB Hoses from KAMAG Brouse ISSUE: Lifting, handling, jacking, flexibility of hoses. The connection is low to the ground. ACTION: Assume the hoses can be lifted by the technicians (Two person lift)	FAA	4.2.2 Weight	4.2.2.2 Maximum weight of unit or equipment to be carried by more than one person.	A unit of equipment is designed to be carried by two people, the weight carried by either one of them shall not exceed 19 kg (42 lb); thus, if the weight of the unit is distributed uniformly, the maximum weight of the unit is 38 kg (84 lb). This limit applies to carrying distances up to 10 m (33 ft).	LOCATION: Inside MPFF and LAB	Injury, OSE damage, delay	X	X	X	X	N	Inspection	3	2	2	4	LR requires more than 44 pounds per person and awkward posture	Consider making hoses in position to reduce weight.	History of back and shoulder injuries from similar tasks (discussing and storing these hoses at pad). See Gap Requirement PATCH using revision for awkward body positions.	Rogelio Pardini to assess their human factors team and respond to team lead (Poland Golder)	no human shown
MPFF	Short stack pallet guard rail			FFBD 8.2.1.3, 2.1.5, 3.7.5, 4.2.3	TASK: Remove guard rail from short stack pallet ISSUE: Lifting, handling and awkward positioning. Weight and size of guard rail ACTION: Assume the guard rail can be lifted by the technicians (Two person lift)	FAA	4.2.2 Weight	4.2.2.2 Maximum weight of unit or equipment to be carried by more than one person.	A unit of equipment is designed to be carried by two people, the weight carried by either one of them shall not exceed 19 kg (42 lb); thus, if the weight of the unit is distributed uniformly, the maximum weight of the unit is 38 kg (84 lb). This limit applies to carrying distances up to 10 m (33 ft).	LOCATION: Inside MPFF	Injury, OSE damage, delay	X	X	X	X	N	Inspection	3	2	2	4	Current conceptual design does not address this issue	Design a negative size and weight guard rail.	The guard rail is located on the short stack pallet.	Randy Estman to forward to LM (Short Stack pallet) for disposition and respond to team lead (Poland Golder)	

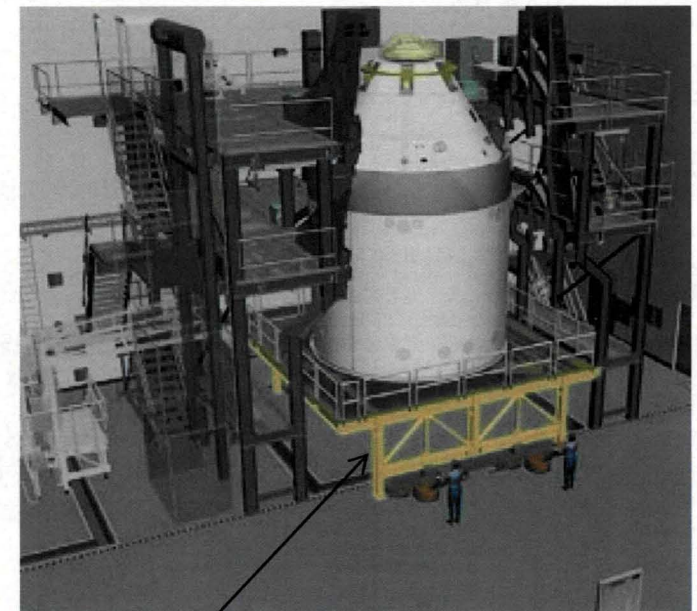
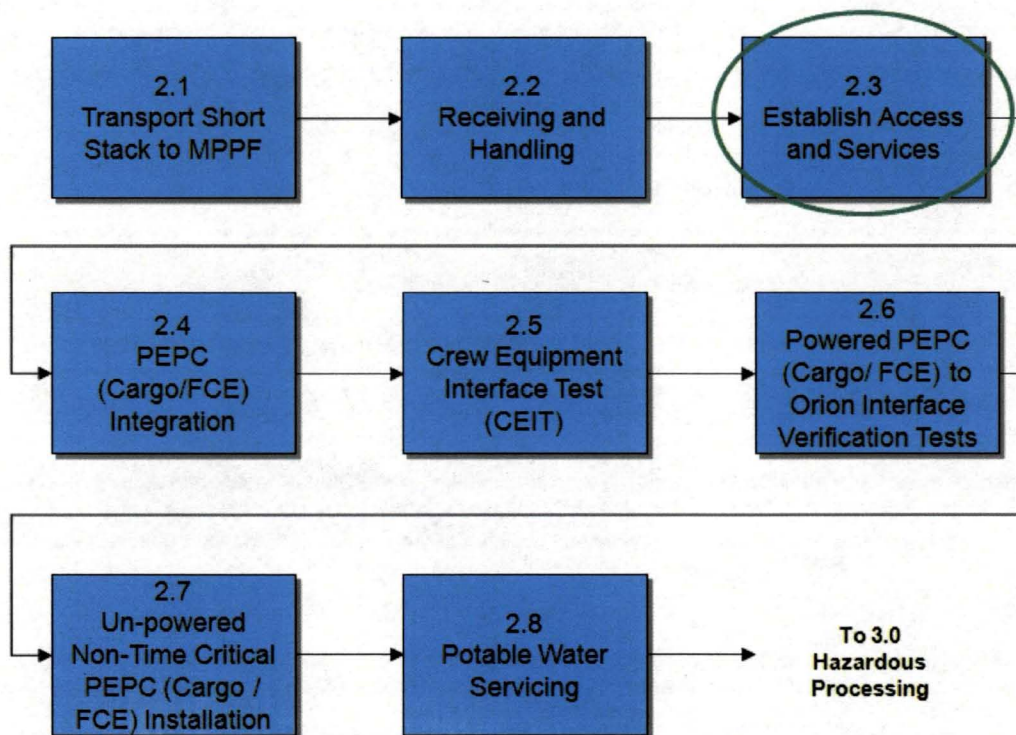
Activity 1

Activity 2

Activity 3

Example of Establishing Access in MPPF

Functional flow block diagram at MPPF

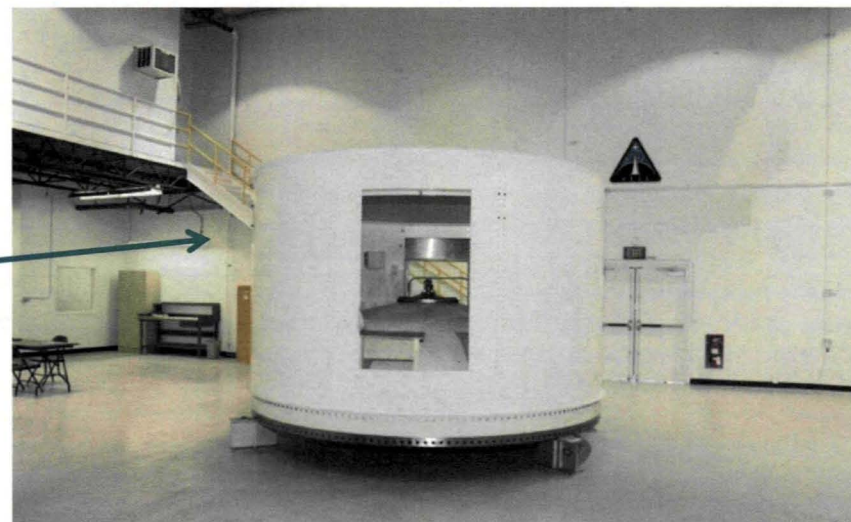
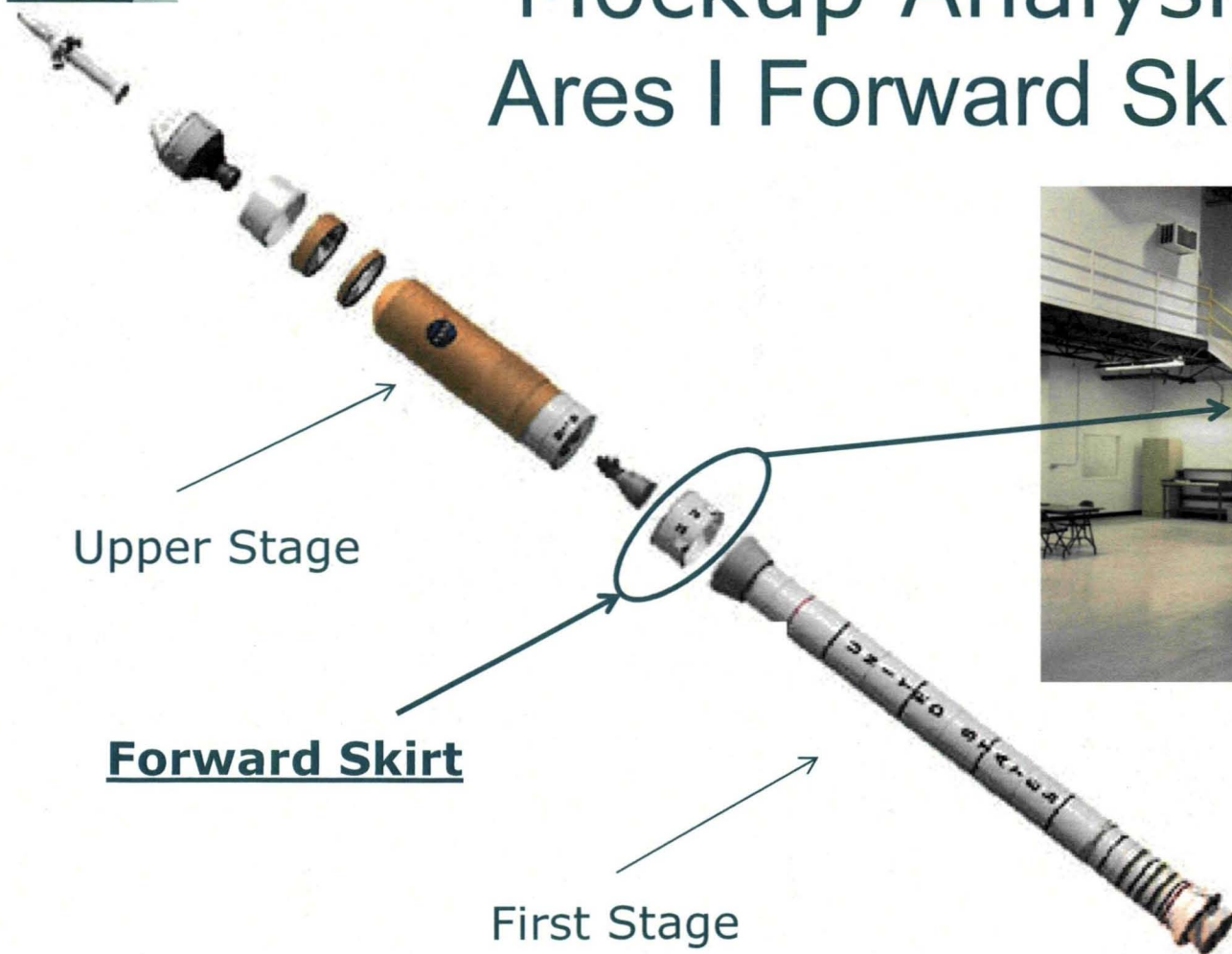


Short stack pallet



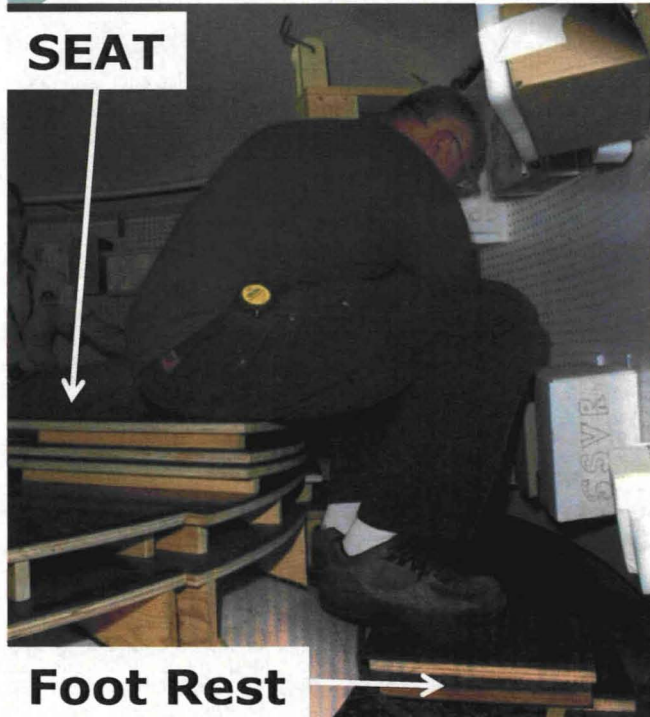
A 3

Mockup Analysis Ares I Forward Skirt



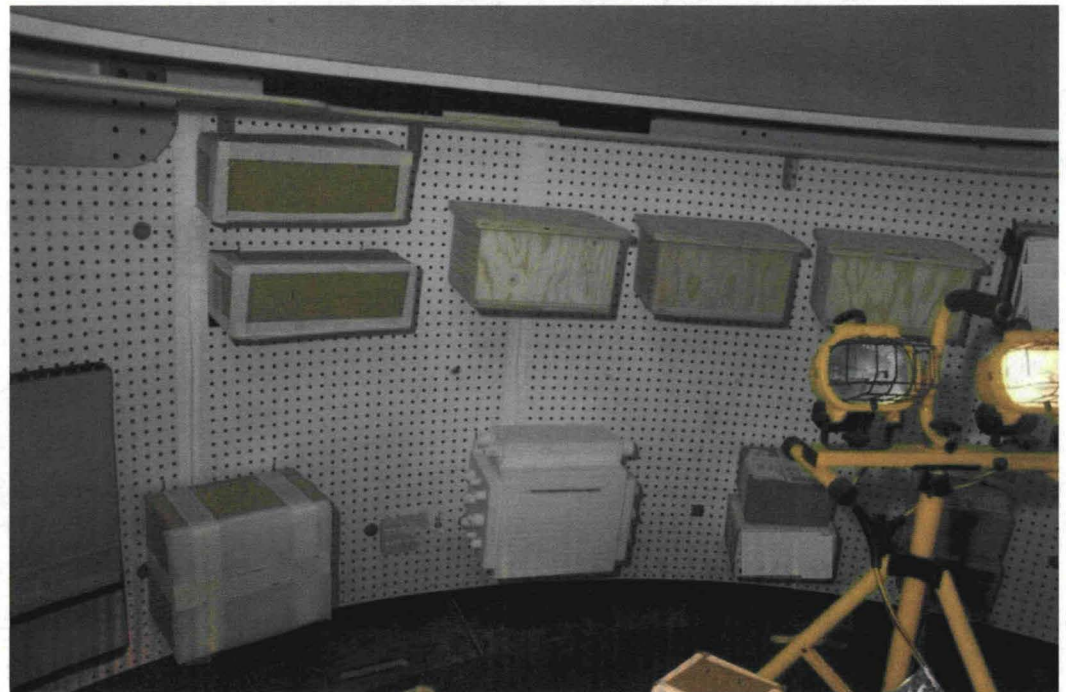
Example Ground Support Equipment

- There is little that can be done to change these cramped dimensions in rocket design, so adjustments were made to:
 - the ground support equipment
 - box placement locations and heights
- The ground support equipment acts as a seat, and foot rest.
- Ground support equipment installed to:
 - protect the technician from injury
 - protect the flight hardware from damage



Avionics Boxes

- The analysis determined the best locations of avionics boxes based on the technicians location capabilities and:
 - Box weight
 - Tool access
 - Hand volumes
 - Cable routes



Hatch

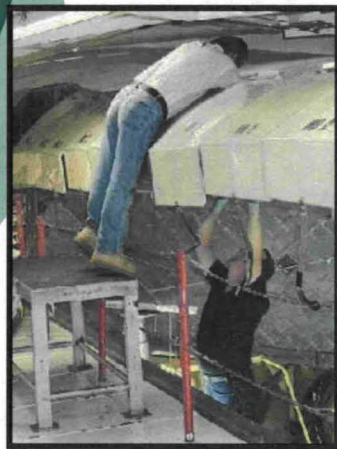




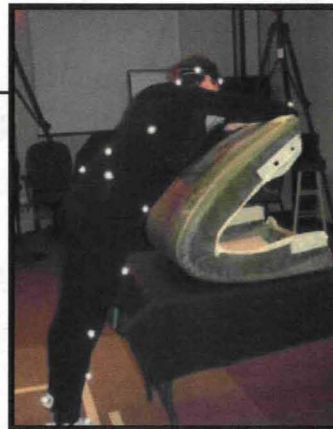
A 4

Assessing Human Factors using Motion Capture

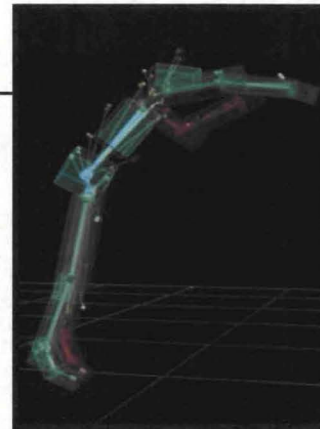
KSC Human Engineering Modeling and Performance Laboratory (HEMAP) Motion Capture to CAD to HF Analysis Process



Real-time Task



**Simulated Task
(Actual Techs & Biomechanical Data)**



Motion Capture

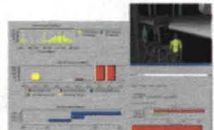


Simulations

A Baseline simulation of the existing process was created.

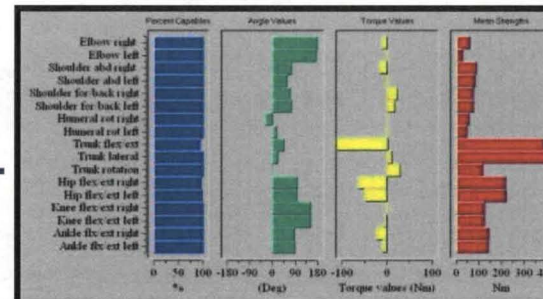
The Task Analysis Toolkit within Transom Jack was used to address the concerns of worker fatigue, recovery time, lower back stress and optimal performance.

The ergonomics, Jack evaluation resulted in identified high levels of stress on: Musculoskeletal system (trunk flex and trunk lateral) and elbow, knees, ankles, hip, shoulder, and torso. Low back showed high-compression spine forces, exceeding the National Institute for Occupational Safety and Health (NIOSH) back compression limit. Weight was far forward of the worker.



Recommendations include assessing a new configuration that would promote an improved posture for each worker such as height-adjustable stands, wider work surface for two workers, and means to get stand closer to installation area.

Human Factors Analyses/Recommendations

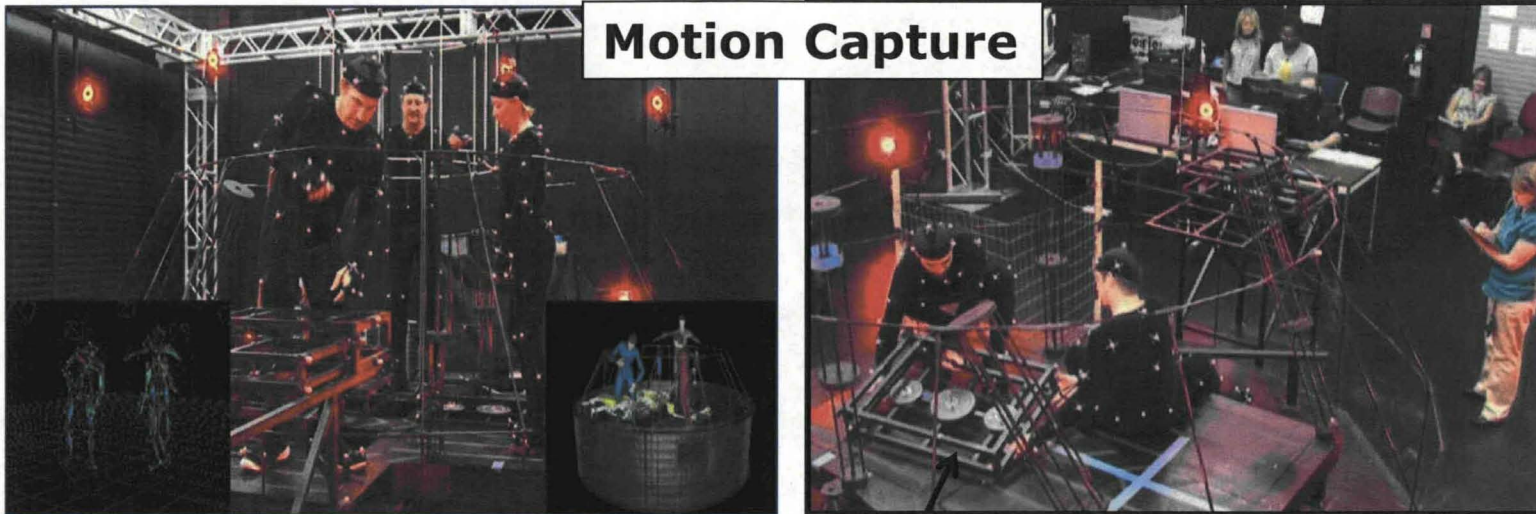


Ergonomic Analysis Output/Indicators

HEMAP supports multiple person/object tracking plus live ergonomic analyses

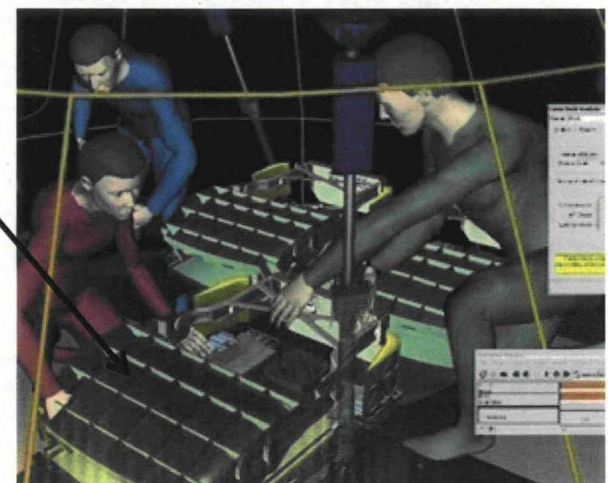
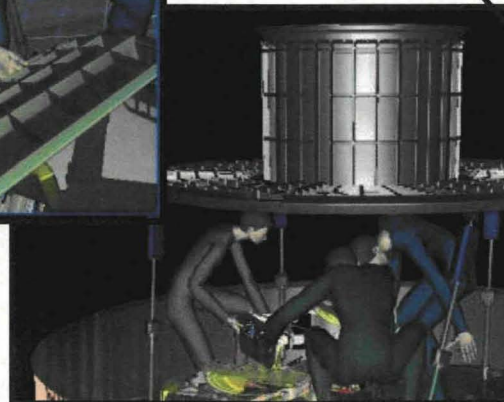
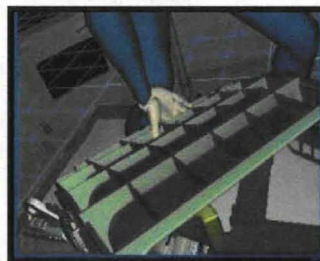
Orion Seat R&R

Motion Capture

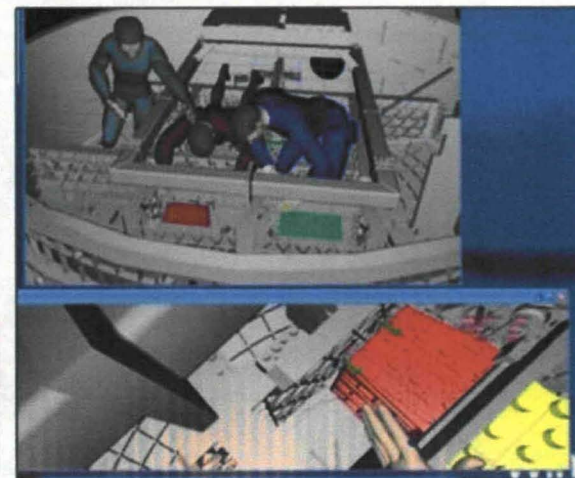
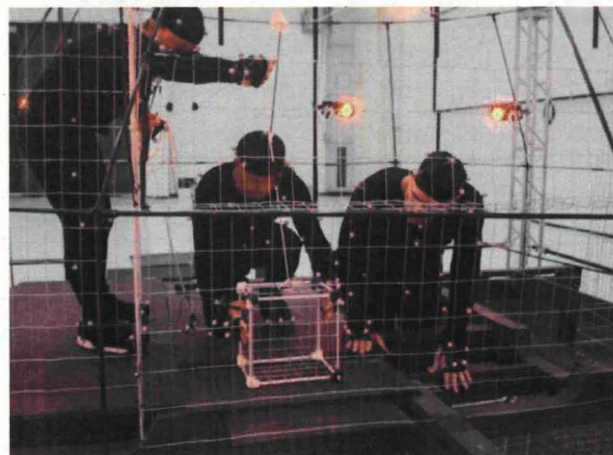
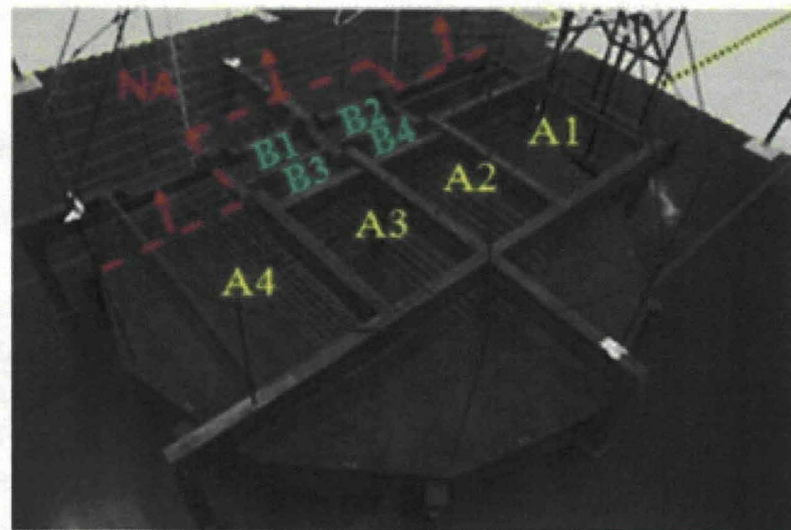
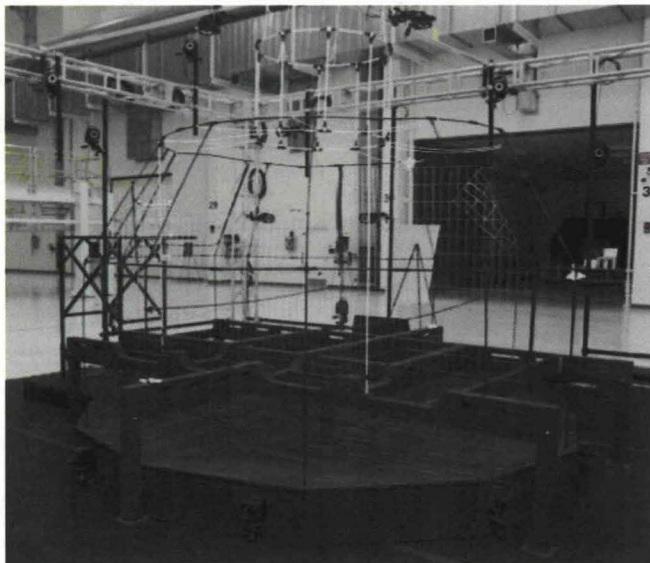


CAD Models with Human Models

SEAT



Orion Avionics Box Installation



Self-Contained Atmospheric Protective Ensemble

SCAPE Suit



Markers placed on
SCAPE suits to create
actual life size and
motion of suits



HEMAP Most Recent Accomplishments

- Interactive virtual collaboration of motion capture data among KSC and MSFC
 - The web sharing of motion capture tasks within the shared virtual environment provides real-time ability to update designs based on actual human-system interfaces being evaluated.

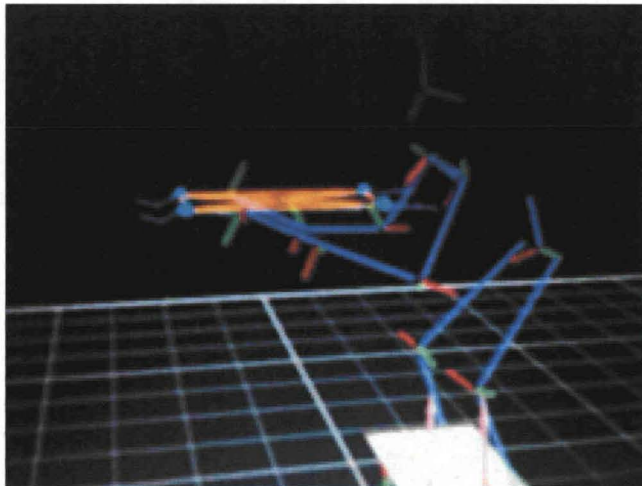


HEMAP Most Recent Accomplishments

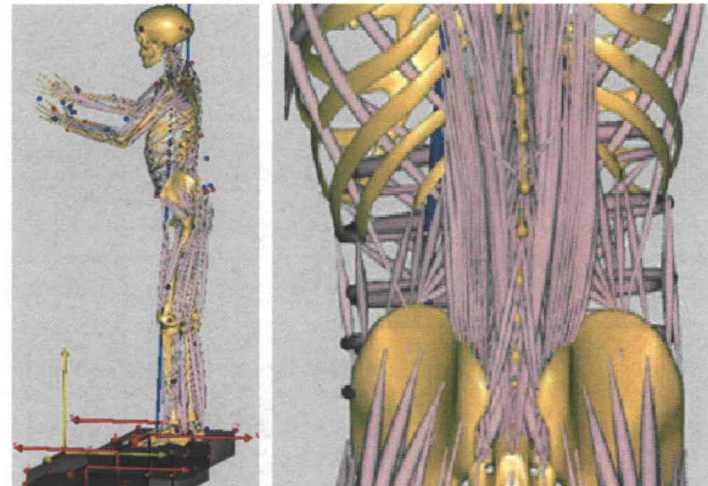
- Incorporation of wearable Head-Mounted Displays (HMDs):
 - Negates need for physical mockups.
 - Familiarization/training benefits
 - Collaborative web sharing of models and live motion tracking among NASA centers
 - Immersing the HMD wearers in simple physical mockups

A 5

Biomechanical Analysis of Installing Avionics Boxes

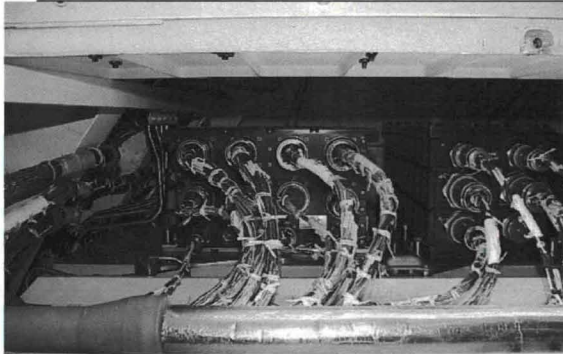


Placing Box Accurately

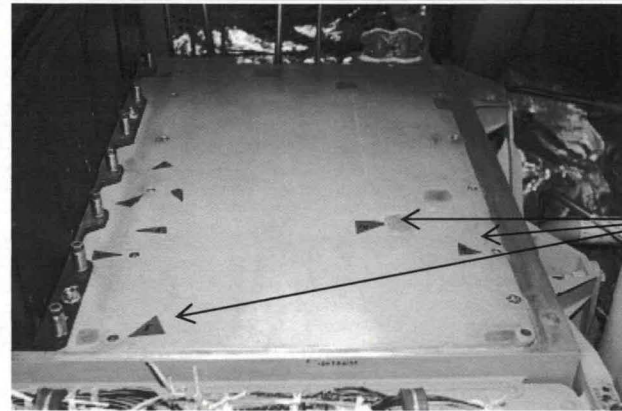


L5/S1 spinal stress

Biomechanical Analysis of Avionics Box Installation



Box in restricted space



Cold plate damage



EMG and reflective markers

Force Plate



A 6

Development of Human Factors Engineering Requirements for Ground Task Design for a NASA Flight Program

**Janis Connolly
Charles, Jr. H. Dischinger
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Development of Human Factors Engineering Requirements for Application to Ground Task Design for a NASA Flight Program

- The National Aeronautics and Space Administration (NASA) has long employed human factors requirements for development of flight systems.
- NASA-STD-3000 does not include human factors design requirements for ground tasks, and therefore, programs have not been required to develop human factors requirements for ground crew tasks.
- The result has been that ground crews have had to develop complicated strategies for accomplishment of ground assembly and maintenance of flight systems.
- The Constellation Program (the execution program for the Exploration Vision) has accepted the responsibility, imposed by the NASA Administrator, to find ways to reduce ground operations costs. One of the ways the Program is doing this is through the application of human factors design requirements for the ground processing to flight systems.



Human Systems Integration Requirements (HSIR)

1.2 SCOPE AND PRECEDENCE

The requirements in this document are applicable to the Constellation Systems, including but not limited to Orion, Ares I, Ares V, Altair, Mission Systems (MS), Ground Operations (GO), Extravehicular Activity (EVA), and Flight Crew Equipment (FCE)

The requirements in this document address the needs of the flight crew during all phases of flight. These requirements also address the needs of ground personnel during pre-flight preparation, maintenance, and post-flight activities on the flight vehicles where there is a common interface with the flight crew



Human Systems Integration Requirements (HSIR)

3.9 GROUND MAINTENANCE AND ASSEMBLY

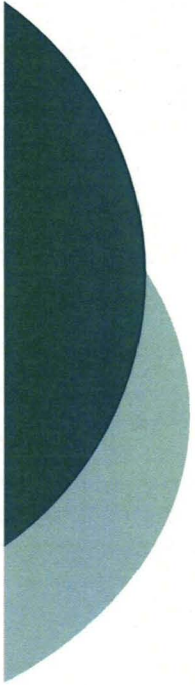
This section addresses tasks to be performed by NASA and its launch site contractors in accomplishment of launch site processing and ground maintenance. Launch site processing includes vehicle assembly (e.g., Ares I + Orion) activities that occur within the Outer Mold Line of the Launch Stack, Launch Stack physical integration (e.g., umbilical integration), and launch preparation (e.g., propellant loading). Ground maintenance includes corrective and preventive maintenance activities associated with Line Replaceable Unit (LRU) removal and replacement. These requirements do not apply to unplanned repair at the launch site, build activities at the manufacturing site, or potential build up at the launch site prior to system integration (for example, build up of the Orion). The requirements in this section apply only to those aspects of design that are under direct control of the vehicle developers, but not to the design of external Ground Support Equipment (GSE) and test systems. These requirements do not apply to any powered portable equipment that is intended for flight.




NASA-STD-3001, VOLUME 2

Section 13, Ground Maintenance and Assembly, will address the requirements for the configuration of interfaces that are common to both flight crew and ground personnel. This section is currently marked reserved and will be developed during Fiscal Year 2010.

<https://standards.nasa.gov/documents/viewdoc/3315785/3315785>



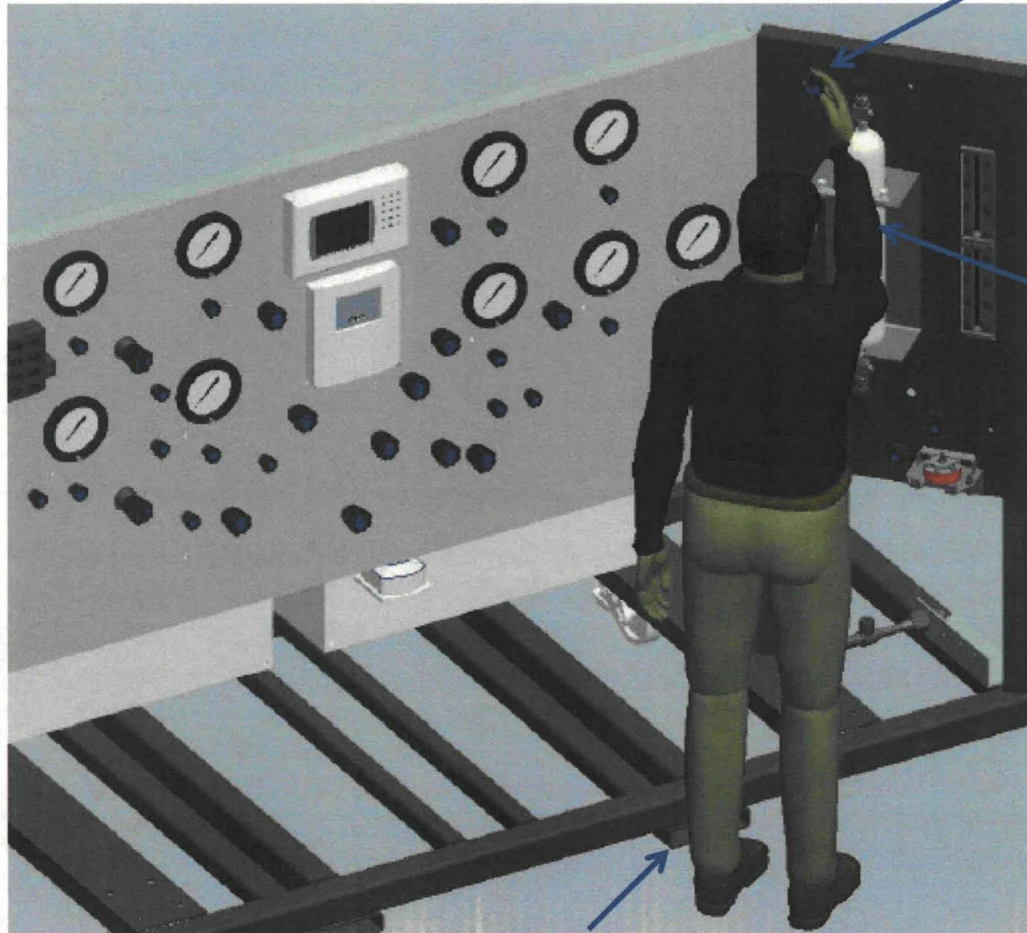
-
- Pro E Manikin
 - KSC Design Visualization
 - KSC Display/Control Screens



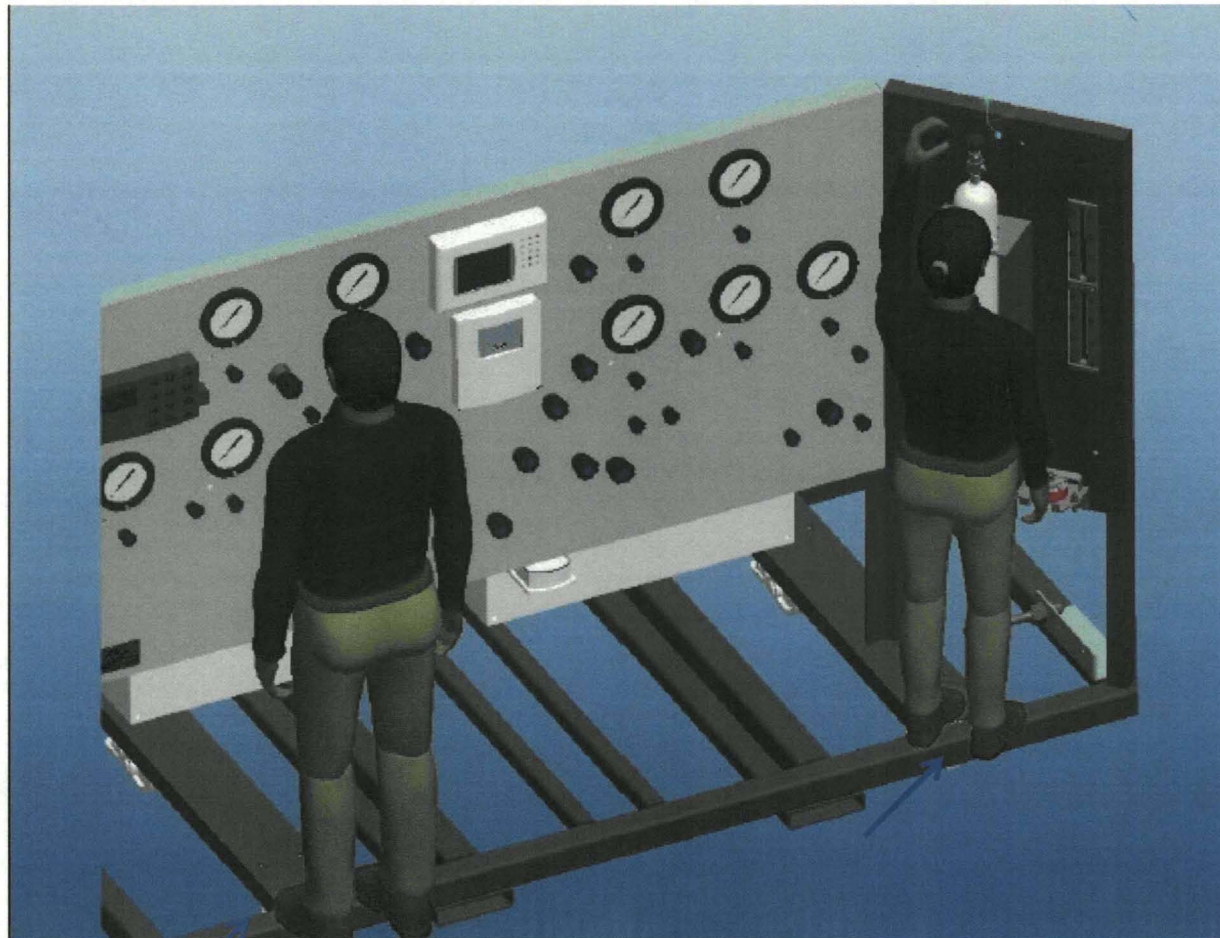
A photograph showing a person in a dark jacket and light-colored pants standing next to a large, complex scientific instrument. The instrument consists of a large, flat, grey panel with numerous circular gauges and control units. A person is interacting with a vertical component of the instrument, possibly a gas cylinder or a detector module. The entire setup is mounted on a black metal frame. In the background, a large, green, dome-shaped structure is visible, which is part of the facility's infrastructure. The scene is set outdoors on a paved area.

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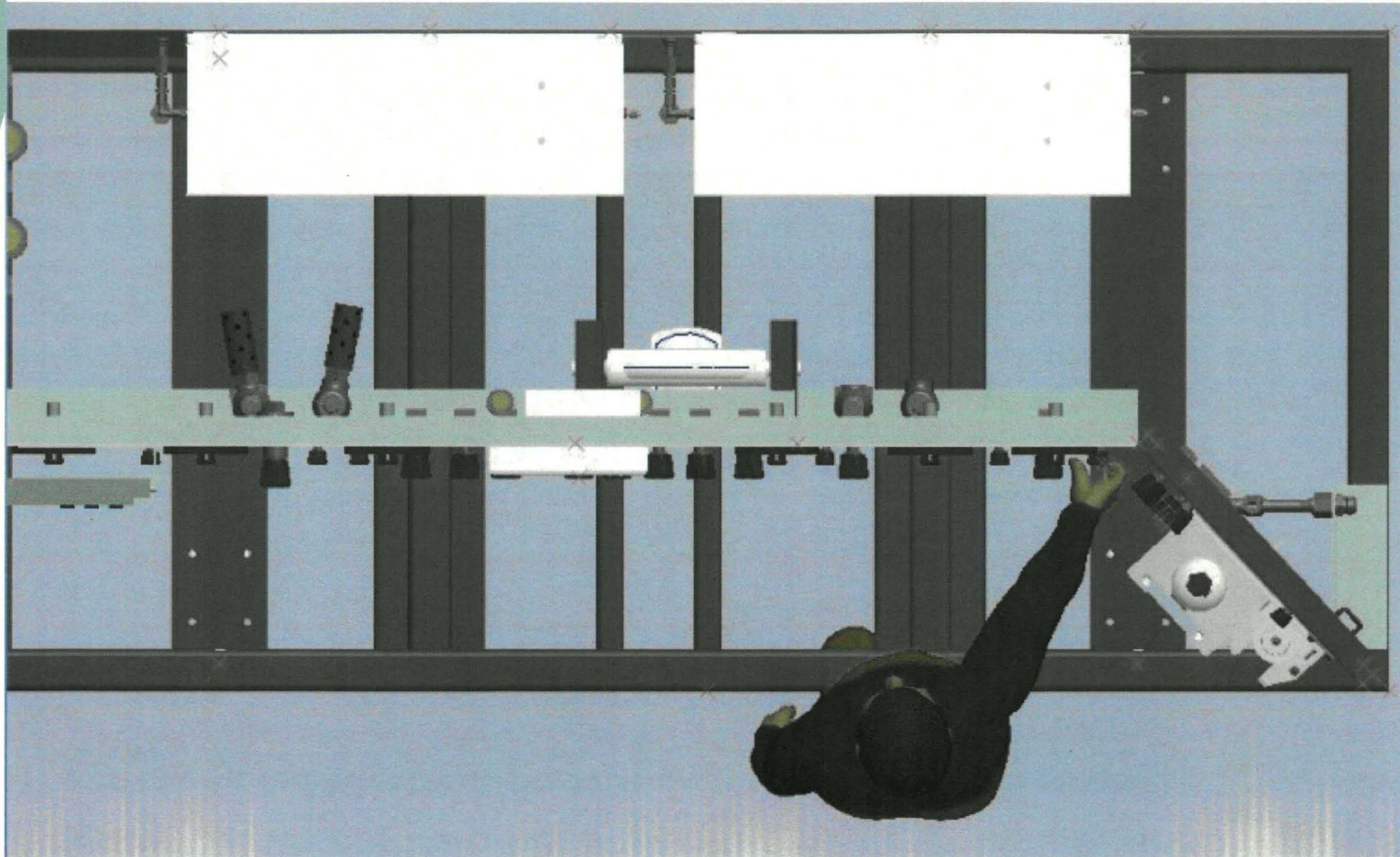
Pro E Manikin



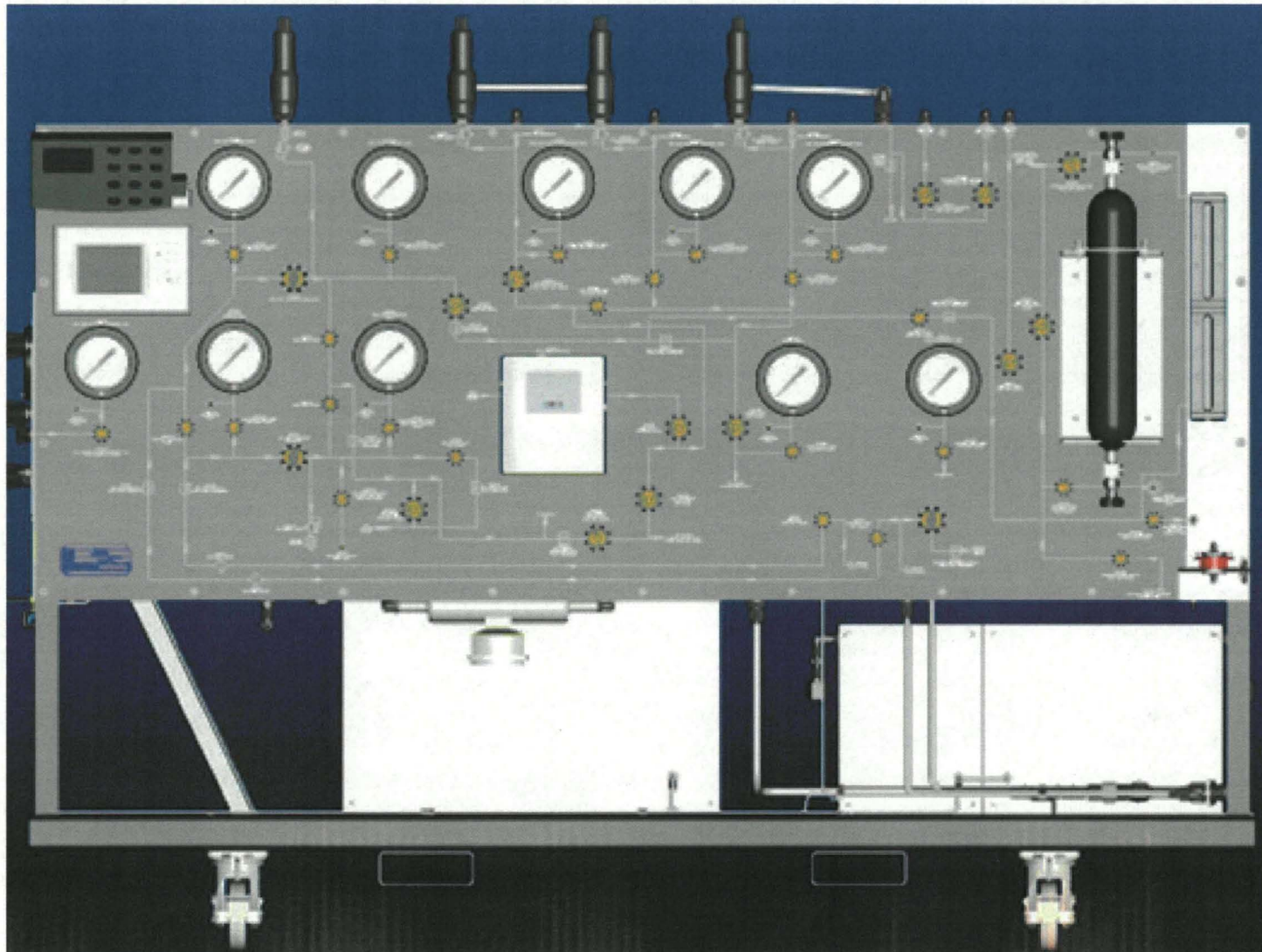
Pro E Manikin



Pro E Manikin



Solution





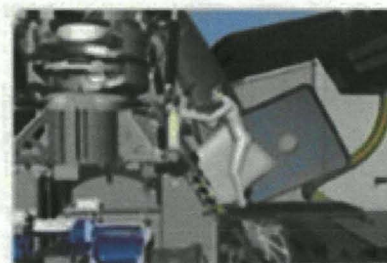
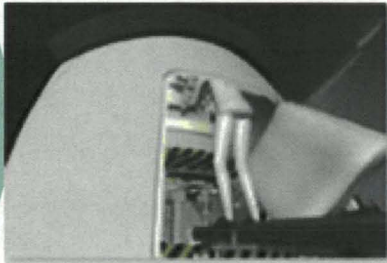
A 8

KSC Design Visualization

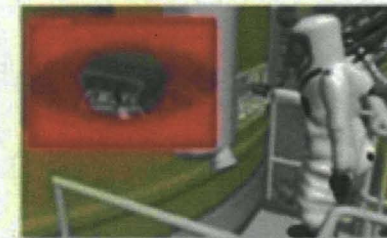
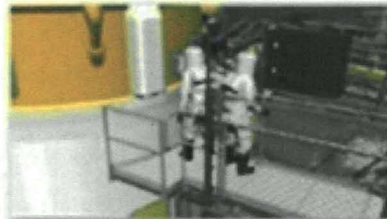
Simulation-Based Human Factors Kennedy Space Center has the capability to analyze human factors.

These factors include sight lines, visibility, reach, motion, joint loading, repetition, calories and any additional impediments caused by safety or life support systems.

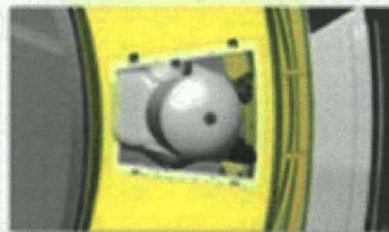
KSC Design Visualization



LAS safe and arm access at PAD



SCAPE fueling

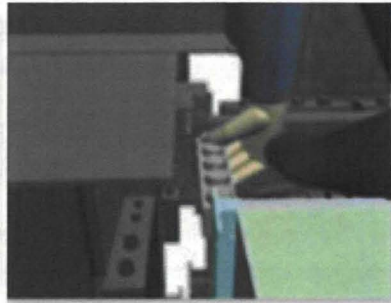
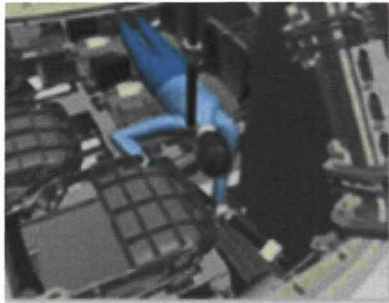


SCAPE access

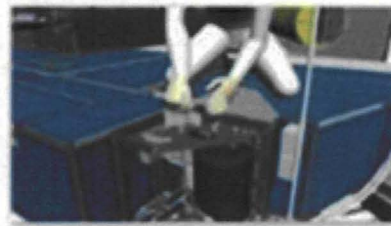


Astronaut emergency egress

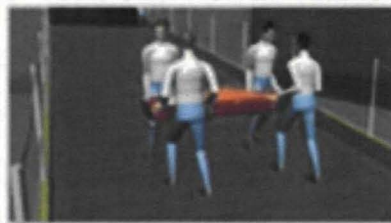
KSC Design Visualization



Pryo access



Water filter access



Astronaut egress post flight



Access arm assessment



A 9

KSC Display/Control Screens

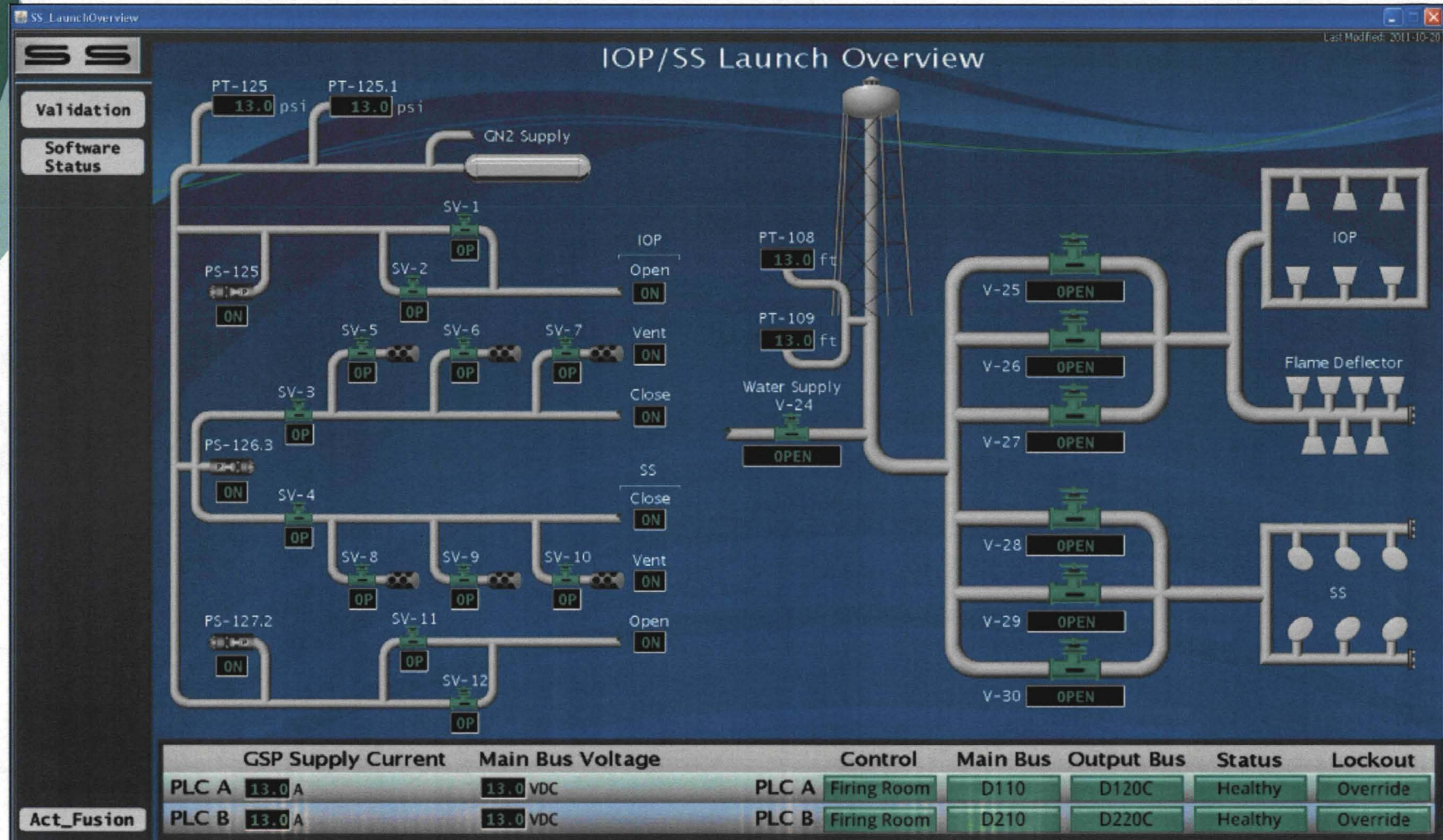


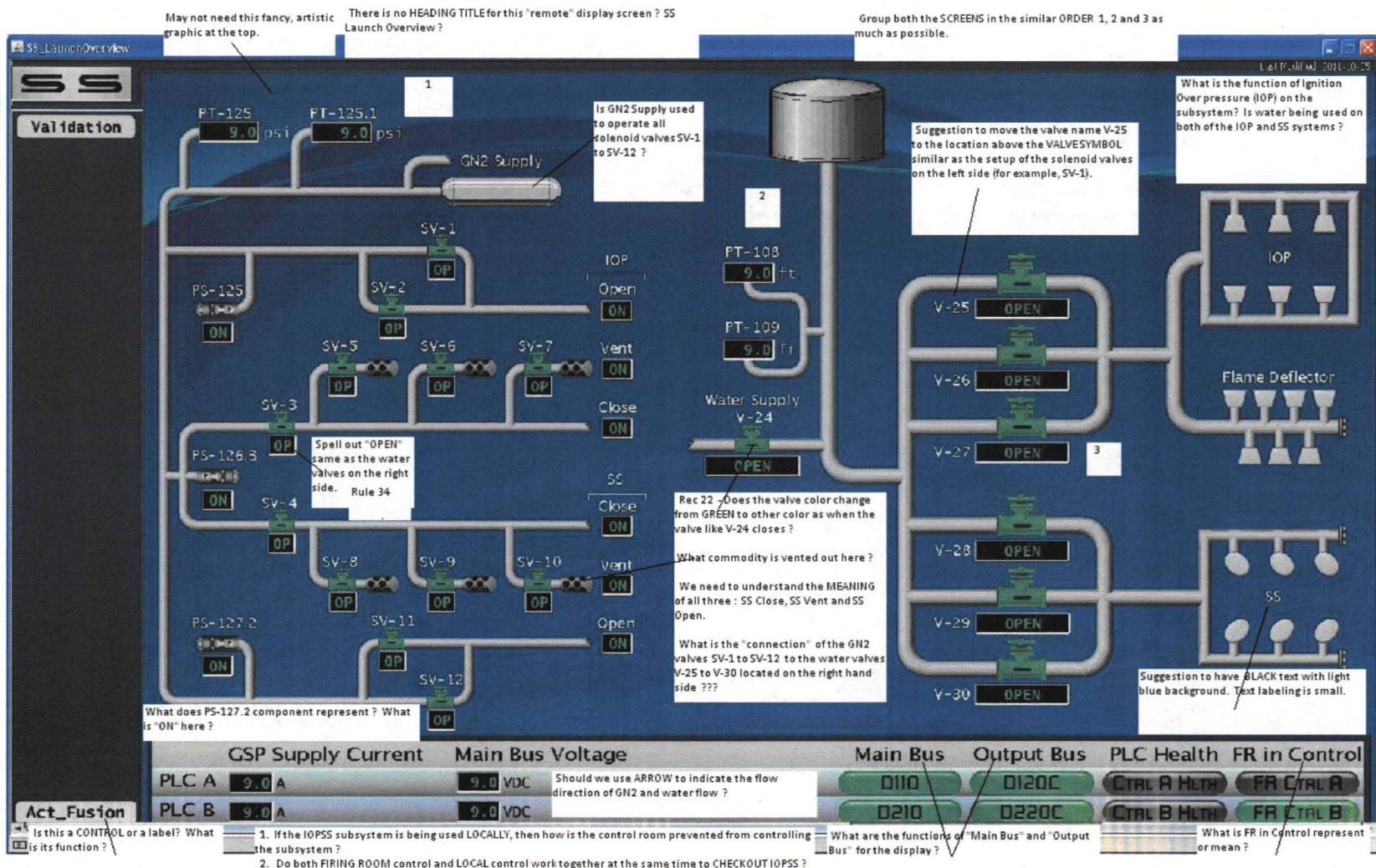
A 9

Local and Remote(LCS)

- Human Machine Interface (HMI) Programming Guidelines, (KGCS) local screen guidelines document
- Ground Elements Integrated Launch Operations Application Software Implementation Standards (ILOA) human factors section for local and remote screen design.
- Screens currently under development
 - GSP (Ground Special Power)
 - ECS (Environmental Control System)
 - CMASS (Crew Module Ammonia Servicing System)
 - FLDS (Fire Detection)
 - LH2/LO2
 - IOPSS (Ignition Overpressure Sound Suppression)

IOPSS Screen Shot





Screen Shot With HFMEA Notes

Human Factors Engineering (HFE) Assessment
ILOA IOPSS "Remote" Screen Display

Is this a CONTROL or a label? What is its function?

Is fancy, artistic 2.

There is no HEADING TITLE for this "remote" display screen - 25 Launch Overview?

Group both the SCREENS in the similar ORDER 1, 2 and 3 as much as possible.

Is GN2 Supply used to operate all solenoid valves SV-1 to SV-12?

Suggestion to move the valve name V-25 to the location above the VALVES SYMBOL similar as the setup of the solenoid valves on the left side (for example, SV-1).

What is the function of Ignition Over pressure (IOP) on the subsystem? Is water being used on both of the IOP and SS systems?

Spell out "OPBN" same as the water valves on the right side. Rule 34

What does PS-127.2 component represent? What is "ON" here?

What commodity is vented out here?

We need to understand the MEANING of all three: SS Close, SS Vent and SS Open.

What is the "connection" of the GN2 valves SV-1 to SV-12 to the water valves V-25 to V-30 located on the right hand side ???

Should we use ARROW to indicate the flow direction of GN2 and water flow?

What are the functions of "Main Bus" and "Output Bus" for the display?

What is FR in Control represent or mean?

Act_Fusion

GSP Supply Current Main Bus Voltage

PLC A 9.0 A 9.0 VDC

PLC B 9.0 A 9.0 VDC

Main Bus Output Bus PLC Health FR in Control

D110 D120C CTRL A HLTH FR CTRL A

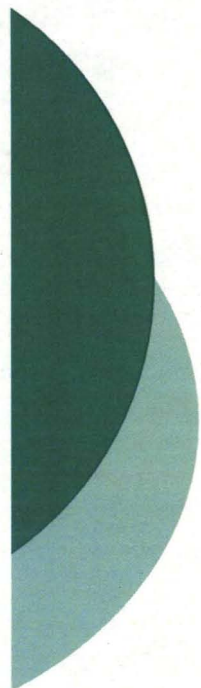
D210 D220C CTRL B HLTH FR CTRL B

1. If the IOPSS subsystem is being used LOCALLY, then how is the control room prevented from controlling the subsystem?

2. Do both FIRING ROOM control and LOCAL control work together at the same time to CHECKOUT IOPSS?

Document #: ...
Revision: Basic

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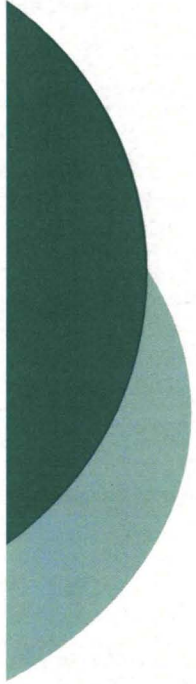


RECOMMENDATIONS



Recommendations to Agency

- Continue to develop Human Factors requirements and processes at All levels.
- Continue to develop human factors tools, motion capture and other mockups and human modeling.
- Continue the Human factors collaborations between centers for our missions and programs, tools, requirements, and processes.
- Continue to revisit and improve upon these lessons from the past. And develop new lessons as we go through these incremental developments.



Thanks to all the folks at KSC and
across the NASA Agency for their
efforts towards the human
factors achievements for
spacecraft ground processing.



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